EVSpc Software Version 5.00
Installation Instructions

Software Installation

To successfully complete the installation of the EVSpc software you must have signed the MassHealth Trading Partner Agreement and received your login information – your user ID and initial password – which are required to operate the software. For more information, please call MassHealth Customer Service at 1-800-841-2900 or go to www.mass.gov/masshealth/providerservicecenter.

EVSpc software may be installed on your computer's hard drive or on a computer network. In either case, be sure to have the installation performed by someone familiar with software installation routines, such as a trained Information Technology professional, with Administrator access to each computer on which you require installation. It is important that you back up all information before installing the latest version of the software. If you have any questions about installing EVSpc, please call MassHealth Customer Service at 1-800-841-2900.

Hardware and Software Requirements

• Pentium Processor with Windows XP (Service Pack 2 or higher)	• Minimum of 32 MB of RAM
• CD ROM drive and/or high-speed Internet access	• Minimum of 40 MB of free disk space on a hard drive
• Microsoft Internet Explorer 6.0 or higher and/or Netscape 7.0 or higher with Internet connectivity	
• Installed Microsoft .NET Framework Version 2.0 Redistributable Package. If you do not have the package, please go to the following link to download it. http://www.microsoft.com/downloads/details.aspx?FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5&DisplayLang=en	

Windows Operating System Support

- EVSpc software installation is supported ONLY on Windows XP and Windows Vista.
- MassHealth recommends that providers DO NOT USE Windows 7 because the EVSpc software may not function correctly and MassHealth will not be able to provide support.

Windows Installation

You may install the EVSpc software on your computer's hard drive from the setup files downloaded from www.mass.gov/masshealth/providerservicecenter.

> It is a good idea to back up a previous version of EVSpc software. You *must* back up your current EVSpc tables from the main menu of the software before proceeding with the software upgrade.

Security Privilege

To successfully complete the installation of EVSpc, you must have Administrative privileges to the PC you are logged on to. If you do not have Administrative privileges, please contact your LAN administrator, who can set up EVSpc on your PC.

Step-by-Step Installation

The following steps must be performed to install the software. To ensure safety, please close all other open applications before you start the install sequence.

Step 1:	Log on to www.mass.gov/masshealth/providerservicecenter with your user ID and password. On the NewMMIS Web page, to the right, click on the EVSpc Software link. The EVSpc Software Download page opens. On this page, click on the Download EVSpc Version 5.00 link. Installation will begin.

To download the software manually, follow the instructions given below.

1. Click the right mouse button and choose Save Target As.
2. Choose the download location. (You may choose to download to the Windows Desktop.)
3. Click the large Desktop button on the left pane of the Browse window.
4. Click the Save button on the lower right corner of the window.
5. Once the file has been downloaded to your PC, open the folder to which you downloaded it. (If this was the Windows Desktop, you can view it by minimizing any windows that are currently open.)
6. Double click on the file "EVSPC50.exe."
7. Click the Unzip button. By default, the files required for installation of the program are then saved to a newly created folder named C:\EVSPC50_IMAGE. Close the Self Extractor dialog box and open the image folder that was just created.
8. Search for the Setup.exe file and double click on it. Follow the instructions that appear, referring back to this document for any questions.
9. When installation is complete, you may safely delete the original "EVSPC50.exe" file you downloaded.
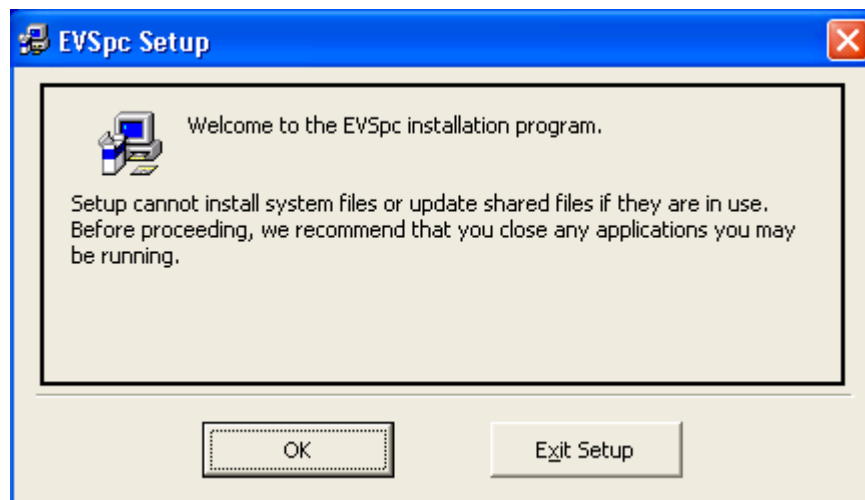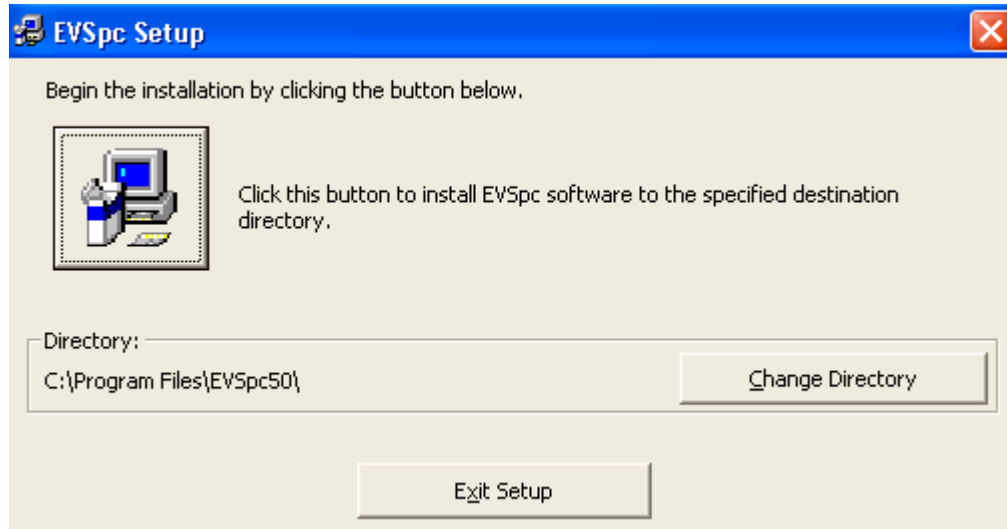

Click OK on the Welcome screen.

Step 2:	The program may ask you to enter your EVSpc equipment number. This number may be acquired by calling MassHealth Customer Service at 1-800- 841-2900. Enter the number assigned to your facility and click OK. Note: Save the EVSpc equipment number because this number is needed to open the

EVSpc software after successful installation.

EVSpc Equipment Number Key Entry

Please enter EVSpc Equipment Number Key and click OK button

[   ]

OK   Exit Setup

Step 3:   Click the Install Image button to begin installation.

EVSpc Setup

Begin the installation by clicking the button below.

Click this button to install EVSpc software to the specified destination directory.

Directory:

C:\Program Files\EVSpc50\   Change Directory
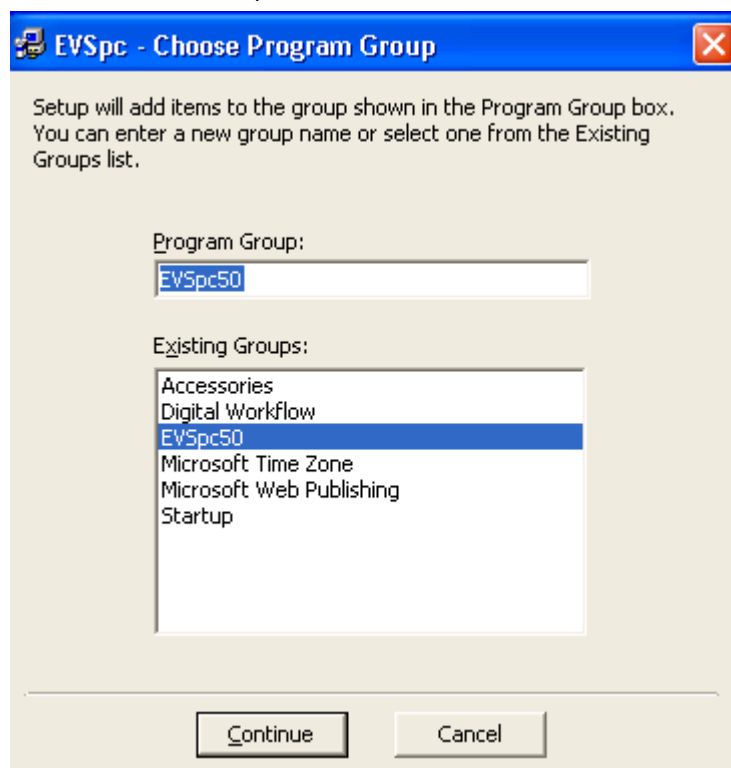
Exit Setup

Step 4:   To change the directory where the software will be saved, click Change Directory.

Note: The default directory is C:\Program Files\EVSpc50 and it is HIGHLY recommended that you do not change it.
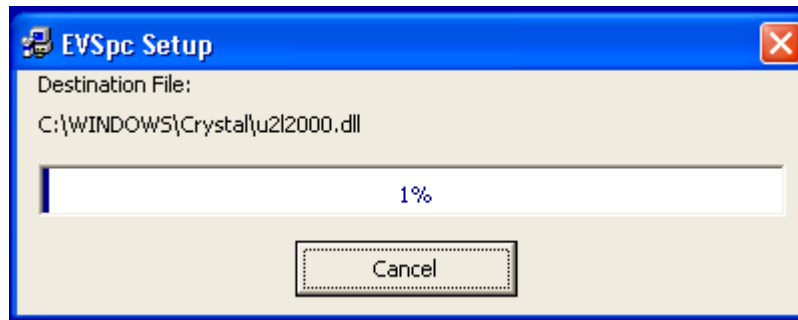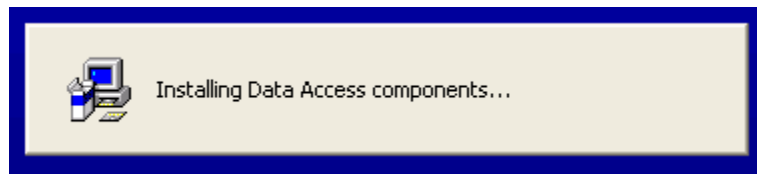
1. Change the directory by typing over the default drive letter to any data directory letter that is available on your computer in the textbox under the label "Path."
2. Click OK to save the change.
3. Click on the Setup button to continue with the installation.
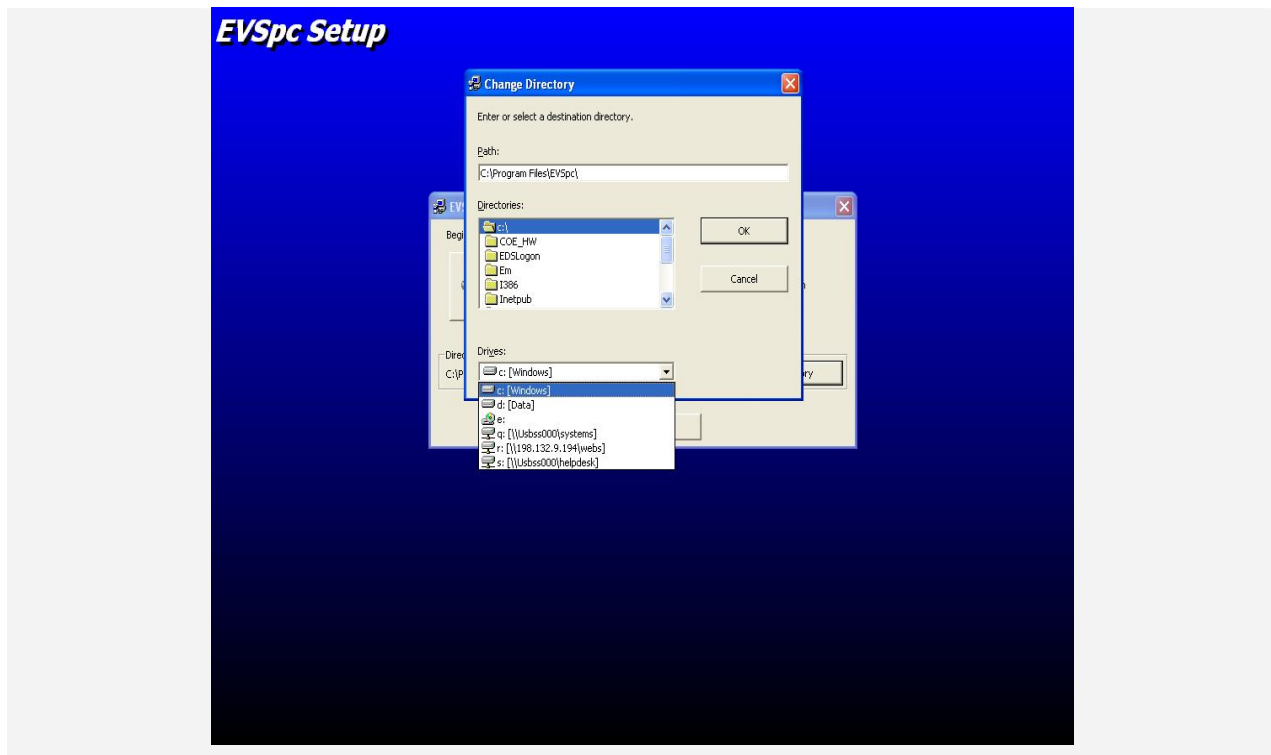
Step 5:   Click on Continue to proceed with the installation.

Installation is now in process.

Installing Data Access components...

EVSpc Setup

Destination File:

C:\WINDOWS\Crystal\u2l2000.dll

1%

Cancel

Step 6: The installation may encounter conflicts with existing .DLL files for Windows, depending on the version of Windows currently installed on the system. If you see the following screen, you probably have the newest version of the .DLL file in conflict, so you can choose the option that will give you the latest version of the .DLL file.

Version Conflict

A file being copied is older than the file currently on your system. It is recommended that you keep your existing file.

File name: 'C:\WINDOWS\Crystal\u2lsamp1.dll'

Description: "

Your version: "

Do you want to keep this file?

Yes   No   No to All

The list below shows possible .DLL files that may conflict.

- u2lsamp1.dll
- u2idts.dll
- u2lbar.dll
- u25dts.dll
- VBAJET32.dll
- MSJINT40.dll
- MSJTES40.dll
- MSREPL40.dll
- MSRD3X40.dll
- MSWDAT10.dll
- MSWSTR10.dll
- MSJTER40.dll
- MSJET40.dll

The installation may prompt you with an option to overwrite all the Crystal Report files, informing you that some of the files being copied "are not newer" than ones you have already installed, with the suggestion to click "Yes" if you wish to keep your existing files. If you do that, however, the reporting functions of EVSpc will not be installed. Please

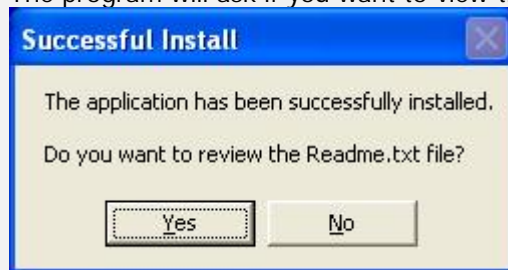choose "Yes" to ensure you have the latest copies of these files.

Step 7:
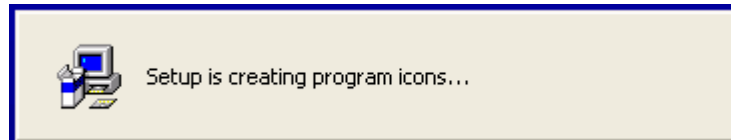
The program will then ask if you want to place a short cut on the Desktop. Select your choice.

Note: It is recommended to create a shortcut to your Desktop.

**Step 8:** The program will ask if you want to view the "Readme" file. Select your choice.

Step 9: After EVSpc has been successfully installed, a new directory is created. The default is C:\Program Files\EVSpc. Two shortcut icons with the labels, "Double-Click to Register EVSpc" and "Double-Click to Start EVSPC," are added to the Desktop.

Double click on the Double-Click to Register EVSpc icon to register the required software component for EVSpc.

If the software is successfully registered, the following message will be displayed.
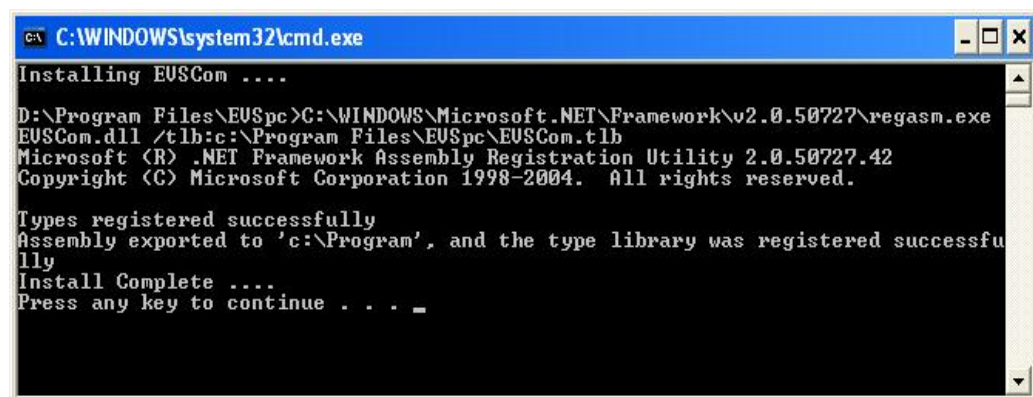
Step 10: To start EVSpc, go to *Start*, *All Programs*, *EVSpc50,* or select the Double-click to Start EVSPC icon on the Desktop (if you chose to create one).

Data Source Creation

After successful installation of the EVSpc 5.00 software, a new System Data Source named "EVS5" should have been created. The installation process is now complete.

Depending on your system settings, your data source name (DSN) may or may not have been successfully created. This usually happens if the data source you were pointing to is located in a network folder or is shared between workstations.
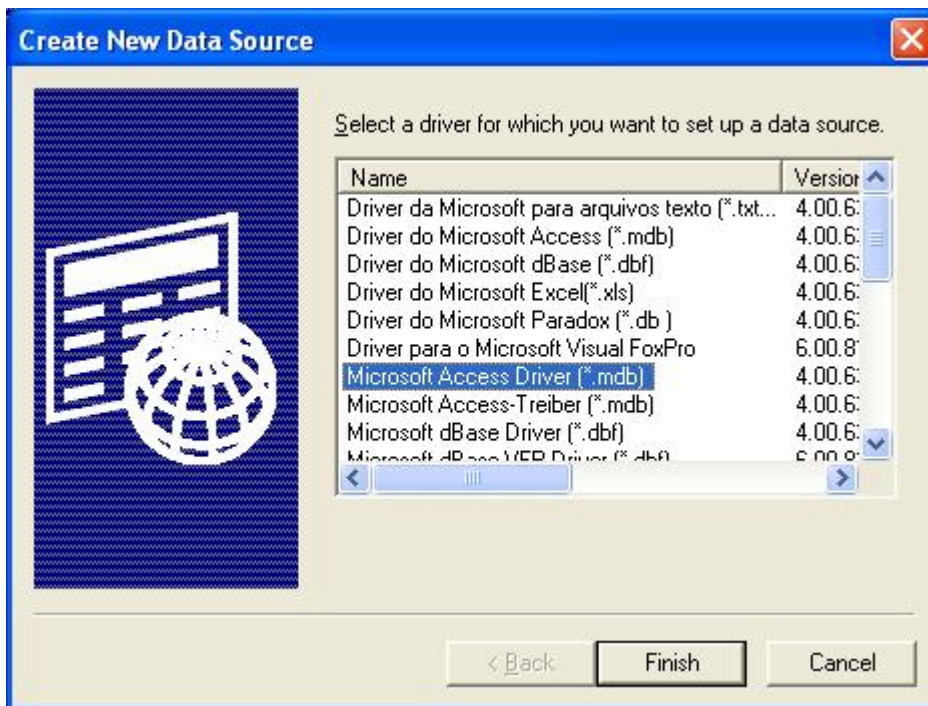
If you receive an "ODBC Connectivity" error when starting EVSpc, follow the instructions below to manually set up an ODBC connection.

ODBC Connection Setup

1. Open Start and go to Control Panel.
2. Open Administrative Tools.
3. Open Data Sources (ODBC).
4. Select the System DSN tab at the top of the screen.
5. Click Add.
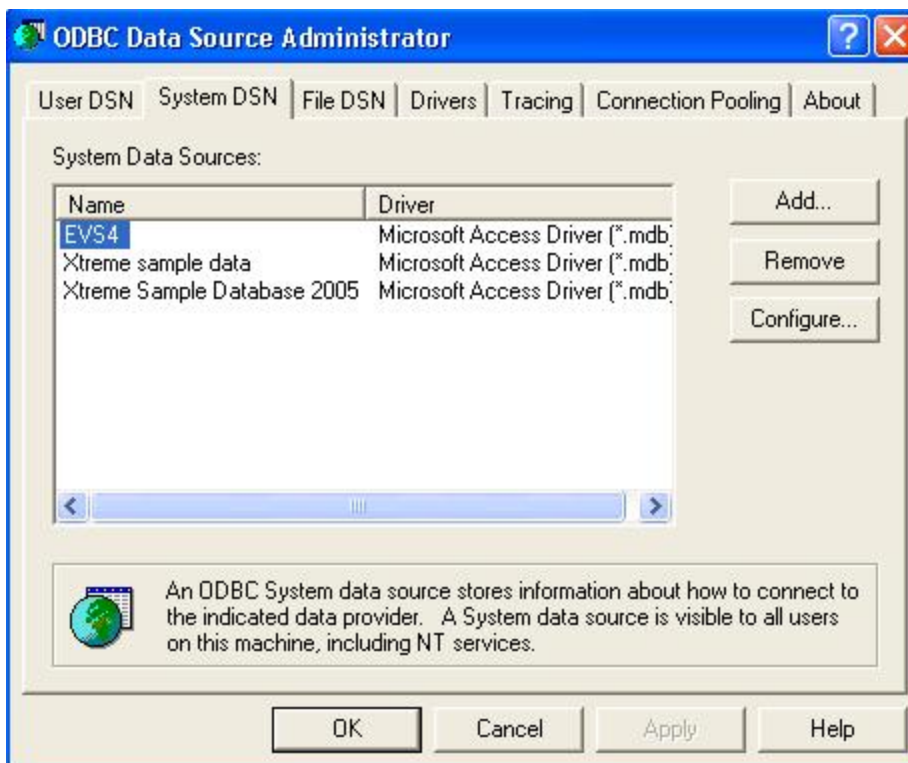
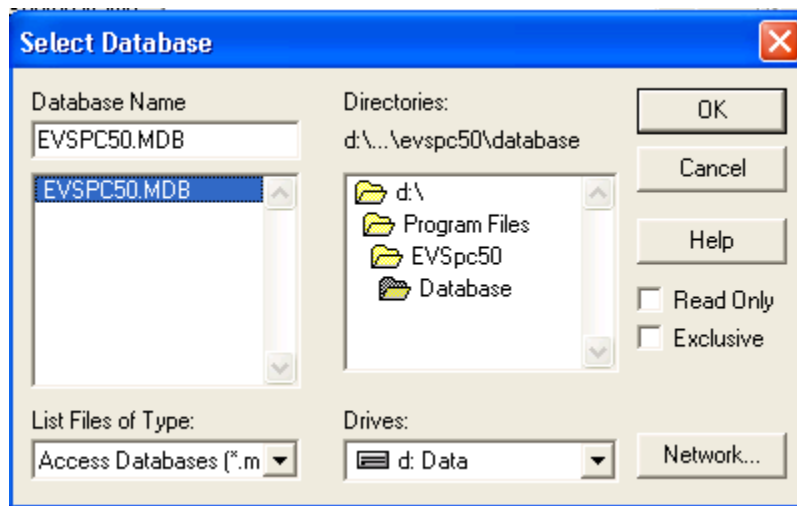6. Highlight Microsoft Access Driver [*.mdb] and click Finish.

7. In the Data Source Name, type the value "EVS5" (omitting the quotes) in all capital letters.
8. In the Description field, enter the description and click Select.
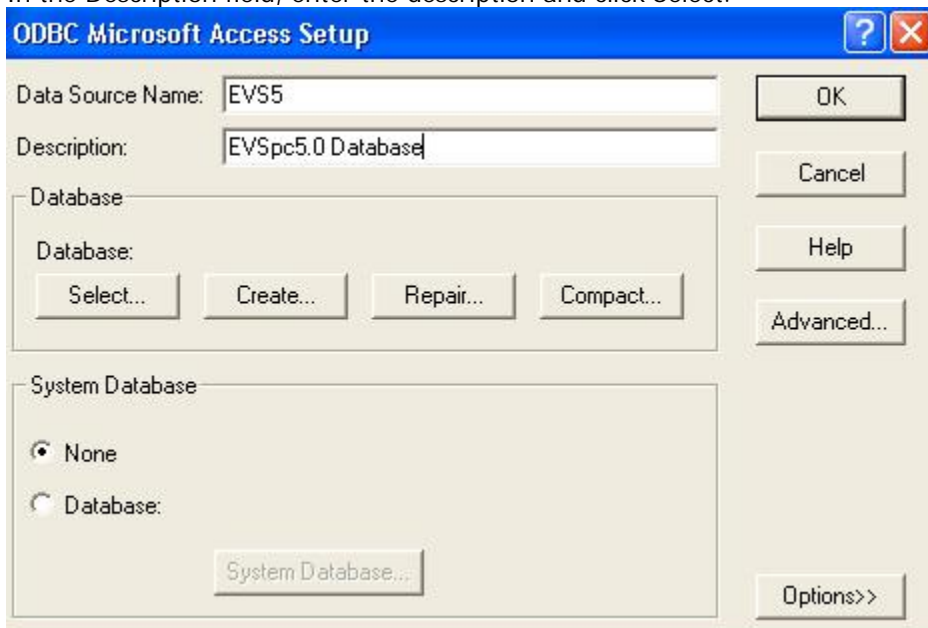
9. Open the C:\Program Files\EVSpc50\Database folder.

    Note: Depending on where EVSpc software is installed, the drive letter can be either "C" or "D."
    For example:
        C:\Program Files\EVSpc50\Database
        Or
        D:\Program Files\EVSpc50\Database

10. Highlight the database file (.mdb extension) in the left panel and click OK.
11. Select OK in the next window.
12. Select OK in the last window.

Remove Previous Version of System Data Source

It is a good practice to remove the previous version's System Data Source (EVS4) to avoid any confusion.

Note: It is recommended that this step not be performed until after January 1, 2012.

1. Highlight the EVS4 System Data Source Name.
2. Click Remove. To confirm the delete, click Yes on the dialog box that will appear.
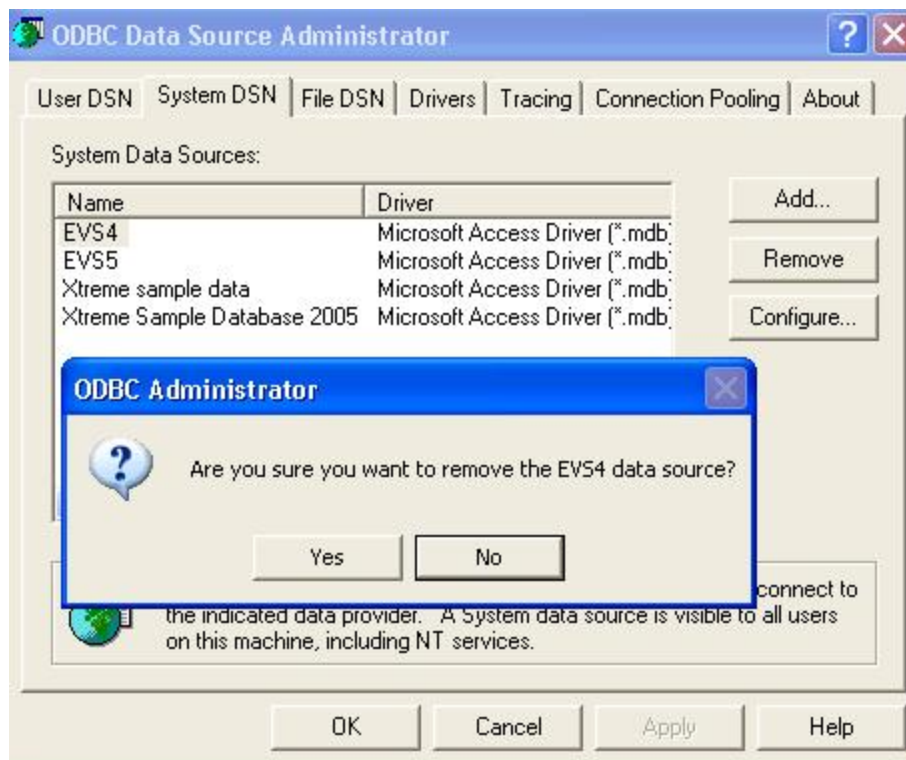
Procedure for running EVSpc on a LAN

It is recommended that only one designated person update the members in the database and perform batch inquiries (for data integrity). All other users should be allowed access to just view the Inquiry History file for inquiries performed.

Step 1:	Install EVSpc software on all computers that will be allowed access to the data.
Step 2:	On each of the computers that EVSpc software has been installed, map a network drive to the drive where the EVSpc database will be stored. EVSpc Software should not be installed on a networked drive.
Step 3:	Copy the EVSpc database (C:\Program Files\EVSpc50\Database\EVSPC50.mdb), from one of the computers that EVSpc was installed on, to the mapped network drive.
Step 4:	On all computers that need access to the database, point the ODBC data source to the mapped network drive. Please see the section ODBC Connection Setup for information on setting up ODBC connectivity.
Step 5:	Once this is complete on all computers, EVSpc Software will access the database on the network drive.

Troubleshooting

Make sure you meet the minimum system requirements. If you meet the requirements and you're sure your Internet connection is active, then try the following instructions.

Web Troubleshooting

- Be sure you are using a true Internet Service Provider (ISP). Access to the Web is necessary to use EVSpc, and must be configured through a compatible Web browser.

  Internet content providers such as AOL may not access the Web directly, instead of delivering their own proprietary content. You may still be able to use such services.

  In the case of AOL, you may experience the most reliable data transfers by setting your access method to "Web Access," establishing the AOL connection first, and then minimizing the AOL desktop (click the down or "minus" button in the upper left corner) before running EVSpc.

  Firewalls installed at your facility may block access to the secure server that EVSpc uses. Have your technical staff contact MassHealth Customer Service at 1-800-841-2900 if this is the situation and you require assistance.

- If Microsoft.web.services3.dll is missing from the installed directory, the following error will be displayed during the transmission of EDI transaction via NewMMIS HTS Service. For more information about NewMMIS HTS Service, please refer to *MassHealth Proposal for HTS Specification 2.0* document on www.mass.gov/masshealth/providerservicecenter Web site.
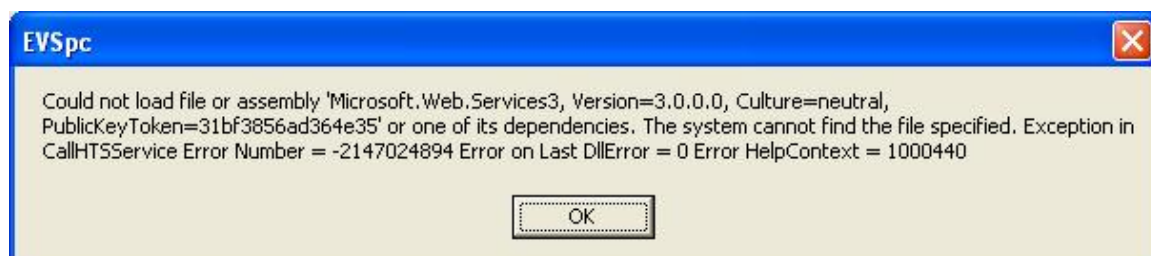
- If EVSCom.dll is missing from the installed directory, the following error will be displayed during the transmission of EDI transactions via NewMMIS HTS Service.
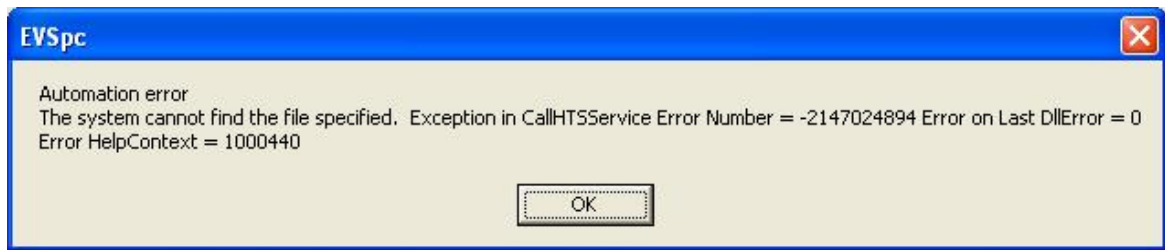
- If the Data Source is not configured correctly, the following error will be displayed when the application starts.
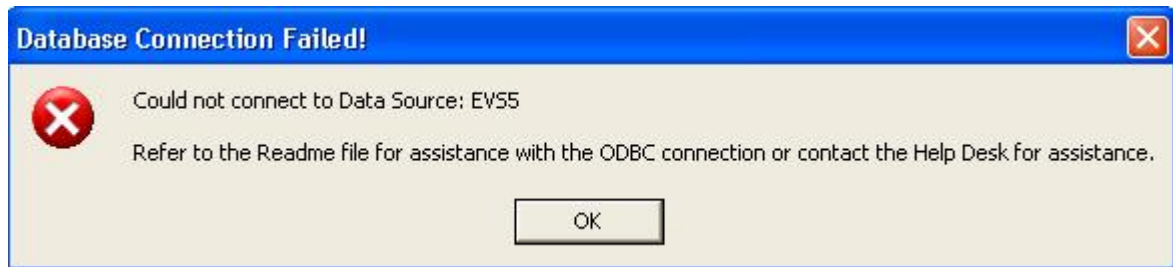
To correct the problem, follow the Data Source Creation section in this document, delete the System Data Source first, and then recreate it.